

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

ORIGINAL

Illinois Commerce Commission
527 East Capitol Avenue
Post Office Box 19280
Springfield, Illinois 62794-9280

For Commission Use Only:

Case 00-0434

Regarding a complaint

by Carmelo Rivera
(Person making the complaint)

against Com Ed
(Utility name)

as to Over Charged Bills

(Reason for complaint)

in Chicago Illinois.

CHIEF CLERK'S OFFICE
JUN 23 3 10 PM '00
RECEIVED DIVISION
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1423 N Rockwell St

The service address that I am complaining about is 1423 N Rockwell St

My home telephone number is [773] 252-9817

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [773] 486-8700

Commonwealth Edison (respondent) is a public utility and is subject to the provisions of
(Full name of utility company)
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

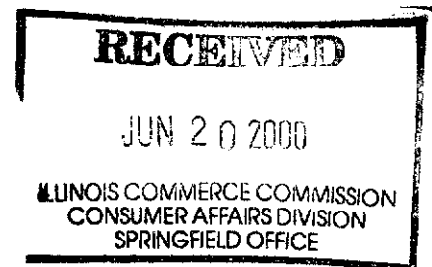
ction 200 400 Section 200-150 (a) (B) (C)

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? Yes No

Has your complaint filed with that office been closed? Yes No

Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

See Attached Letter



Please clearly state what you want the Commission to do in this case.

I would like the commission to look into this matter and to help me to resolved this issue. I do not owe this money and nneed help with Com Ed

Date: 6 16 2000
(Month, day, and year)

Complainant's signature 

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must watch you fill out this part of the form.

I, Carmelo Rivera, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.


(Signature)

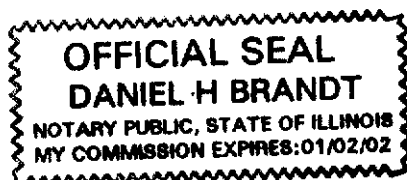
Subscribed and sworn/affirmed to before me this 16th day of JUNE, 2000


Notary Public, Illinois

NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.

cc207/07



To Whom It May Concern:

In 1998, I had the first problem with Com Ed. I received a bill for \$266.50 and I went to the Com Ed office and they stated I had to pay the Bill. The bill was paid in full on Aug 20, 1998. My account number at the time was 0709152744-A.

In 1999 all my bills were paid on time and in full and I did not have any problems with late charges. In 1999 I never received any notice stating that I owed Com Ed any extra money.

My problems started in January 7, 2000. I received a bill stating I had a \$0.00 balance. I then received another bill due Feb 7, 2000 for the amount of \$876.17. I called Com Ed and questioned why I was being charged this amount and they stated that they were charging me from my previous bills of 1999. Then I received another bill due on Feb 14, 2000 for the amount of \$569.91. I called again and they stated that I had to pay that amount if full because I owed it. Then I received another bill also dated Feb 14, 2000 for the amount of \$803.49. That's when I called again and stated that I wanted to know why they were sending me all these bills with different amount due. I stated I wanted a printout because I could not pay that amount because I know that I did not owe it. On Feb 21, 2000 I received another bill stating I owed \$807.07. When I asked to speak to a Com Ed manager they connected me with Mr. Carlos Ruiz from consumer service division. He stated to me that he would take care of the problem. On March 1, 2000 I received a letter from Mr. Ruiz and he stated that I was never to be found at home to resolve this problem. I do not work and am at home all day so Mr. Ruiz claim that I am unavailable is unfounded. Com Ed claims that for a whole year they were unable to read my meter and this is a lie because the meters are outside the building and have easy access to them. I have been trying to resolve this problem with Com Ed but they are not responding to me. Also Com Ed put me on a payment arrangement without my consent and I would never have agreed to it since I do not owe this money.

My last statement was received on May 9, 2000 for the amount of \$1284.05 which is the original amount plus accrued late charges. I will like to solve this problem as soon as possible because I am a senior citizen and my wife's health is getting out of control because of this situation. I have always maintained an excellent credit history and do not want to see it ruined in my old age. I would appreciate your immediate attention regarding this matter.

Thanking you in advance for your assistance

Sincerely Yours

Carmelo Rivera